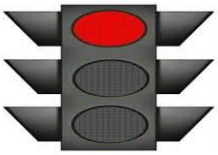
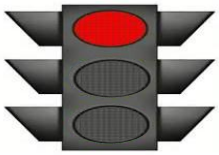
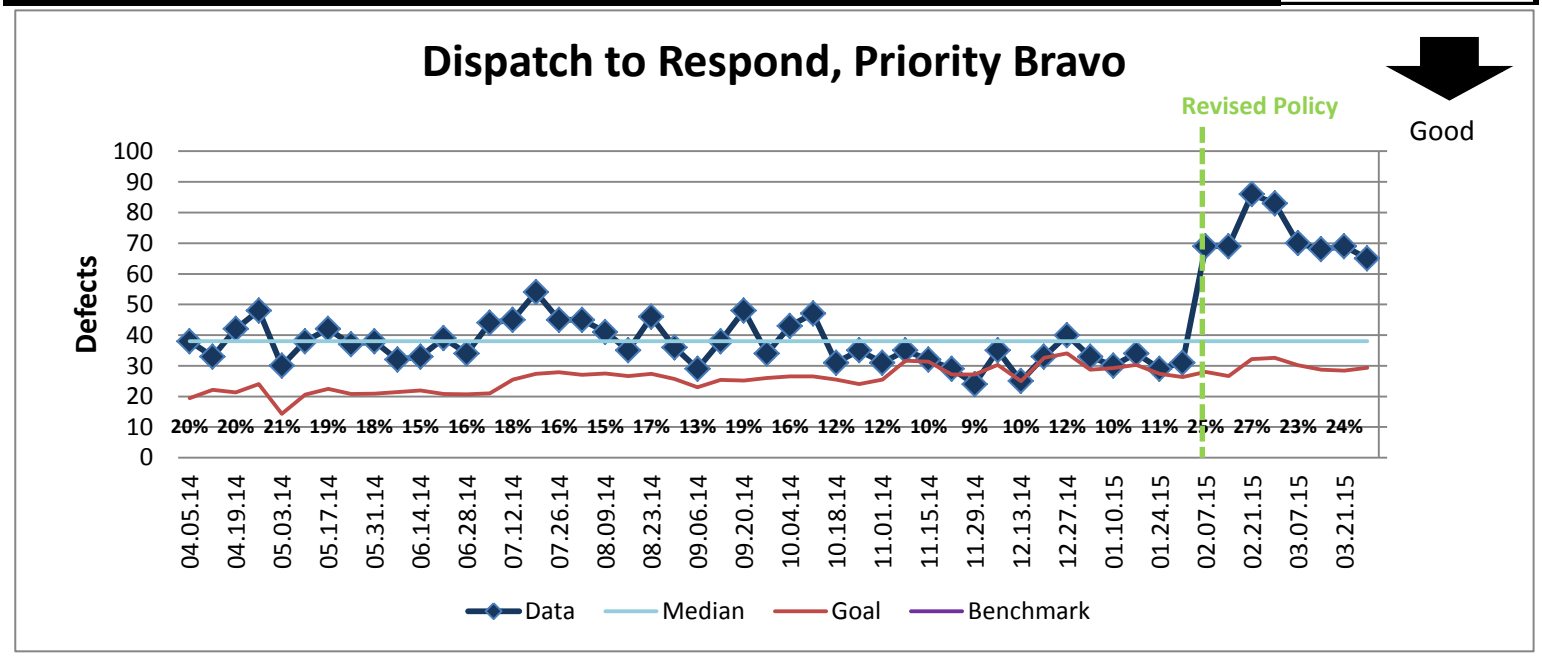
Dispatch to Respond, Priority Bravo
Emergency Medical Services

KPI Owner: Major Mike Tully | **Process: Emergency Response**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD **Goal: Less than 60 seconds at least 90% of the time.** **Benchmark: TBD**	**Data Source: CAD** **Goal Source: LMEMS** **Benchmark Source:**	**Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal** **Measurement Method: Count of times from receiving dispatch to response for priority code bravo incidents that exceed 60 seconds.** **Why Measure: To understand system capability & customer expectations** **Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.**

How Are We Doing?

03.30.14-03.28.15 12 Month Goal	03.30.14-03.28.15 12 Month Actual		03.22.15-03.28.15 Goal	03.22.15-03.28.15 Actual	
1,352	**2,200**		**29**	**65**	
Defects	**Defects**		**Defects**	**Defects**	



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.

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